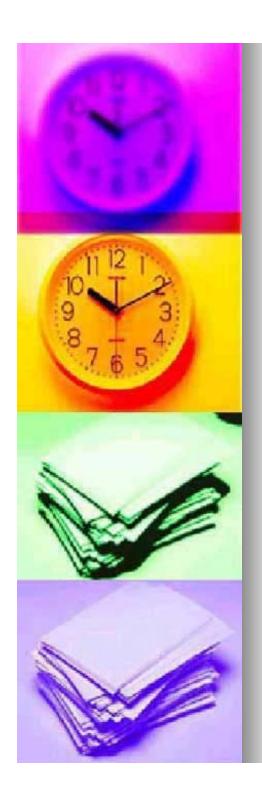
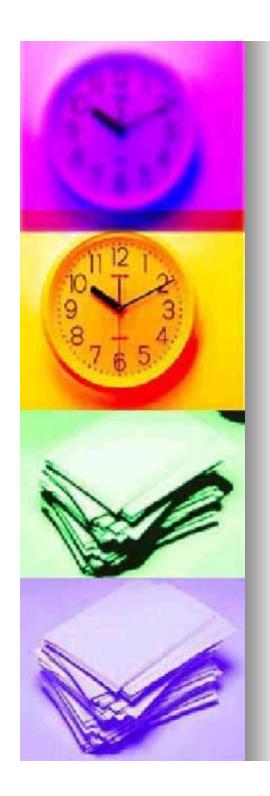
# Decisions affect entire Company....Highest Paid Top Management CEO, President, COO/CFO, Vice **President**



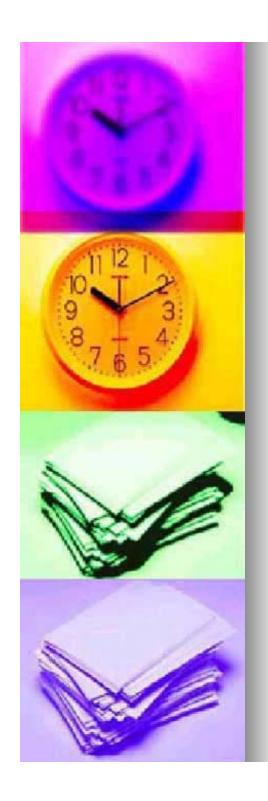
### Middle Management

- Implement the decisions of Top Management
- They communicate with Support Supervisory level Managers
- They plan ways to reach Top Managements goals
  - Regional Vice Presidents, District Supervisors, Marketing Research Manager, etc.



#### Supervisory Management

- Front-line managers who supervise and work directly with employees
- Carry out tasks determined by Middle Management
- Assign duties and evaluate work of employees
  - Shift Leaders, Store Managers, Supervisors, Department Managers etc.



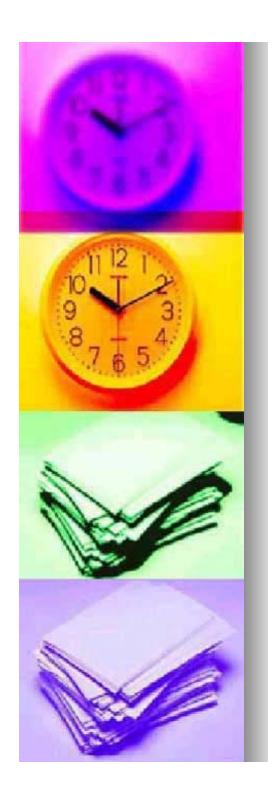
### Horizontal Organization

- Self Managing Teams
  - Make their own goals / decisions
  - Organized by a process and is Customer-oriented

Encourages "team" members to take responsibility -EMPOWERMENT

Reinforces TEAM SPIRIT / Loyalty to the company

Direct Customer Feedback = profits



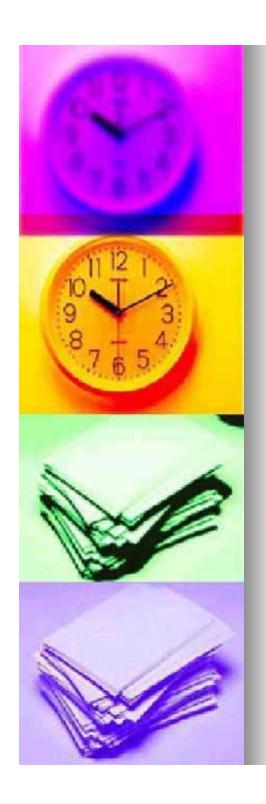
## **PLANNING**

- Deciding what will be done and how it will be accomplished
- Realistic & flexible
- Plans should be reviewed and revised often – changes happen



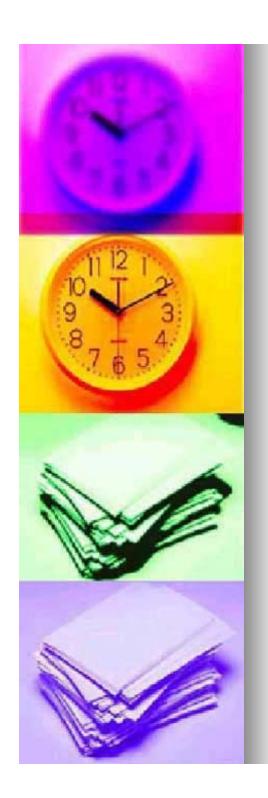
# Organizing

- Setting up the way a business work will be done
- Assigning responsibility –
  Staffing, Directing employees
- Supervisors should be a part of hiring process



# Controlling

- Comparing what has been planned with actual performance
  - Setting Standards
  - Evaluating performances
  - Solving problems
  - Financial goals
  - MISSION STATEMENT....
    - Describes the ultimate goals of a company.



## **Employee Motivation**

- Employees will work harder if they feel they are appreciated
- Provide frequent feedback
- Reward employee's who set and reach goals
- Reward Loyalty promotions, education, salaries, "perks"